

WE ARE HIRING CUSTOMER SUCCESS SPECIALIST

Register.lk, the #1 Domain and Hosting provider in Sri Lanka is looking to expand its Customer Success team and is looking for Customer Success Specialists with troubleshooting experience.

WHAT YOU SHOULD HAVE:

- Should possess a minimum qualification of GCE Ordinary exams with A passes for English and Mathematics (school leavers are encouraged to apply)
- Strong command of written and verbal English
- Between the age of 18-30 years
- Ability to explain complex concepts in a clear, simple manner to customers
- Experience working with WordPress or other related content management systems will be an added advantage
- Candidates who are living in Nugegoda and Colombo suburbs are encouraged to apply

CRITICAL JOB ELEMENTS:

- Allocating, maintaining and troubleshooting of web hosting environments
- Handling support requests and procedures across the networks
- Continuous learning of new technologies
- Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email
- Be able to work a 24x7 shift on a roster basis (ability to work on night shifts & weekends)
- Document customer interactions when necessary, compiling documents and forwarding information to interested parties

Perks and benefits well above industry standards await the right candidate

Send your CV: careers@register.lk

Please indicate the position in the subject of the email, when you are applying.

APPLY NOW